



*Security – Surveillance – Access Control – Automation
Structured Wiring – Intercom – Ducted Vacuum*

STANDARD TERMS & CONDITIONS

(ST&C's)

1. GENERAL

1.1 SL Tech-Services (SLTS) subscribes to a general policy of "Fair Price for Fair Provision of Works and Services" and the maintenance of this policy, the following set of sub-policies shall apply to the provision products and services and form part of SLTS Standard Terms and Conditions (SLTS-ST&C's).

1.2 SLTS pricing for provision of services will remain steady regardless of emergency/storm/natural disaster categorisation of works. Regardless of insurance works engagement or direct consumer engagement, SLTS pricing policy is strict and unwavering in rise and fall due to the requirements for provision.

2. STANDARD PRICING

2.1 SLTS maintain a Schedule of Fees for our services with all Estimations and Quotations for Services being priced in accordance with the schedule however, there are some circumstances where the fees can sometimes vary due to unforeseen circumstances depending on the type, location and nature of works being completed.

2.2. Should there be occasion where the Estimated or Quoted amount / time to complete the required works are likely to be exceeded, the Client will be notified and advised of any expected increase in the cost of services from that of the originally accepted Estimation / Quotation.

3. FORMALISED ESTIMATING / QUOTING

3.1 SLTS will provide written Estimations and Quotations that will encompass all work to be completed and may be in the form of email based single page ("short form" Estimation) and / or multipage ("broad form" Quotation) and regardless of format, these and any associated SLTS ST&C's, as may be amended from time to time shall be applicable.

3.2 To assist in the controlled, coordinated and timely supply of SLTS product and services, all Estimations and Quotations will be supplied with, and require the completion and return of, an Acceptance of Estimation & Quotation.

3.3 ALL or any required commencement date/s of Estimated / Quoted works shall not be deemed as accepted / confirmed by SLTS, and therefore unenforceable, until return of an authorised Acceptance of Estimation & Quotation.

3.4 Commencement of all or any works forming part or all of an authorised Acceptance of Estimation & Quotation shall be, in so far as possible, on an agreed date and time between SLTS and the Client.

4. PAYMENT

4.1 Standard arrangements are 50% deposit as acceptance of Estimation / Quotation followed by progress payments on invoice as goods, materials and works are required and supplied / completed.

4.2 All quoted pricing, including verbal, email, fax, shall be excluding GST with the GST amount to be at prevailing percentage applicable to Australian standard rate.

4.3 Standard terms for all invoices submitted shall be payment to be received by SLTS on 7 days from date of invoice.

4.4 Non Standard arrangements by equal negotiation / joint acceptance and are deemed Special Terms & Conditions.

4.5 Goods and materials will only be ordered once deposit funds have cleared and SLTS may require up to 4 weeks lead time for equipment consolidation, testing and programming as advised.

4.6 Project management, Design, documentation, drawings, project management, pre wire, installation, programming and commissioning labour are due and payable within 7 days of invoice.

4.7 Any final and/or outstanding monies that extend beyond SLTS stated terms of payment shall be unwaveringly subject to collection (debt recovery) action and all/any associated costs in effecting a successful recovery of monies will be added to the original outstanding debt amount.

5. PRICING INCLUSIONS - Unless Otherwise Stated

5.1 Supply, installation, test, commission, documentation, training and support on goods, services and materials, as specified in the Estimation / Quotation.

5.2 Supply, installation, test and commission of good and services once only. Any requirement to re-install, relocate reprogram, re-test and/or re-commission all or part of a system already installed as detailed in the Estimation / Quotation that is not part of any pre-agreed and documented variation, shall at the discretion of SLTS, be documented and presented as a separately priced works/project variation to be accepted by the client prior to commencement.

6. PRICING EXCLUSIONS - Unless Otherwise Stated

- 6.1 Supply, installation, test, commission, documentation of any 240 Volt services.
- 6.2 Responsibility for the Customer Side provision of any carrier based services (Pay TV/FTA TV/Telephony/Wired and/or Wireless Data/Wired and/or Wireless Internet) *unless* SLTS have been engaged to formally specify and thereafter supply all required product, parts, materials as may be required in the final delivery of the carrier based services.
- 6.3 Commencement / Provision of services under this section shall be conditional to carrier provisioning and the requirement for timely submission of any carrier based requests / work orders / purchase orders that may, or may not, require Client authorisation and as such, SLTS shall not be held accountable for any Carrier based provision/non provision of services on any Client and/or third party timeline/s.
- 6.4 Supply, installation, test and commission of good and services once only. Any requirement to re-install, relocate reprogram, re-test and/or re-commission all or part of a system already installed as detailed in the quotation that is not part of any pre-agreed and documented variation, shall at the discretion of SLTS, be documented and presented as a separately priced works/project variation to be accepted by the client prior to commencement.
- 6.5 Installation and commissioning of equipment either existing (Legacy) or supplied by others and that is untested or unproven by SLTS prior to such installation including all/any required 240V works.
- 6.6 Any works required outside the scope of works for SLTS as defined within the quotation including plaster cut-out, cut cable jointing/re run/replacement post plaster sheeting, any supplementary documentation (email, fax, electronic and/or physical document).

7. VARIATIONS

- 7.1 Additional works requested by the client, or deemed necessary by SLTS in the overall completion of service delivery, shall be detailed and documented in a Project/Works Variation and approved by respective parties (client, client representative with authority to act on client behalf) prior to completion.
- 7.2. Variation works will not commence until SLTS receives written authorisation from respective party both accepting the variation and associated cost/s.
- 7.3. Additional works required to ensure the delivery of SLTS quoted services that arise as a direct result of incomplete

8. PROJECT MANAGEMENT

- 8.1 “Project Management” as stated in the quotation shall be subject to charge and deemed to include;
 - 8.1.1 Site inspections and meetings with client, builder, site foreman/manager and any electrical or other associated trades in relation to service delivery,
 - 8.1.2 Supervision of final system fit-out and liaison with as installed system training,
 - 8.1.3 Delivery of installation manual and training in system operation and maintenance procedures.

9. TRAVEL, ACCOMMODATION & INCIDENTAL COSTS

- 9.1 Unless otherwise stated, all travel, accommodation and incidental costs are factored into the quoted price of all submissions.
- 9.2 Costing for any stated travel, accommodation and/or incidental charges shall, where applicable, be calculated on an “as required” basis and thereafter form part of any submission/quotation pricing.

10. NEW MODEL PRODUCT SELECTION

- 10.1 At the time of sign-off and presentation to client, all quotations have current models and pricing.
- 10.2 SLTS reserve the right to present for acceptance any product variant and pricing in the interest of final provision of ‘best of breed’ systems installation.

11. WARRANTY

- 11.1 All materials, equipment and product as detailed in an accepted quotation, thereafter being the “system” are supplied with standard applicable manufacturer based warranty.
- 11.2 SLTS will warranty the system for a period of 5 (five) years from the date of final commissioning and handover.
- 11.3 Service calls resulting from incorrect user/others intervention and/or adjustment are excluded from warranty and any required works/re-works to re-establish or reinstate the system are a chargeable at SLTS prevailing rates.
- 11.4 SLTS does not accept warranty responsibility for equipment supplied by others for re-use in any system installation.

11.5 SLTS will warranty the system and installation for an initial period of 3 (three) years and provide for an extended warranty of 5 (five) years from the date of final commissioning and handover conditional to engaging in an SLTS regular service and maintenance (RSM) program at time of final system commissioning.

12. AFTER INSTALLATION SUPPORT

12.1 Service calls outside or after warranty is a chargeable provision at \$150.00 for the first hour or part thereof with a minimum charge of \$150.00. Additional hours or part thereof are charged at the rate of \$95.00 per hour.

12.2 SLTS pricing for provision of services will remain steady regardless of emergency/storm/natural disaster categorisation of works. Regardless of insurance works engagement or direct consumer engagement, SLTS pricing policy is strict and unwavered in rise and fall due to the requirements for provision.

13. OWNERSHIP / COPYRIGHT & IP RETENTION

13.1 SLTS retains ownership of all product and materials that remain unpaid for until settlement of all/any final outstanding balances.

13.2 Copyright and Intellectual Property (IP) Retention to all original SLTS creations, documents, specifications, drawings, diagrams, and known concepts shall remain with SLTS without reservation unless otherwise documented as assigned to the client.

13.3 Right to pursuit of legal action against all/any copyright/IP infringement shall remain at the sole discretion of SLTS and any legal determination of an infringement of any prevailing right shall rest in the jurisdiction of the courts in the area/state/country of the infringement.

13.4 Ownership of all physical system manuals, service schedules, installation diagrams, site plans and commissioning documentation (System Documentation) shall remain with the client on clearance of final invoice/claim however, ownership of the contents (System IP) of the manual, service schedules, installation diagrams, site plans and commissioning documentation shall remain with the respective producer (manufacturer, creator, author, architect, etc).

14. PROJECT ENGAGEMENT

14.1 Engagement of SLTS for the project/services as quoted shall only commence once all/any nominated deposit funds have cleared and are available for allocation to costs associated with project/service delivery.

14.2 SLTS shall not be liable for delays and/or costs associated with all/any remedial works required to ensure provision of the engaged project/services as a result of any failure, omission by client and/or third party financial provisions in the provision of/or transfer of project/service deposit funds.